

**PATENT APPLICATION TRANSMITTAL LETTER**  
(Large Entity)

Docket No.  
99EC036-77527

TO THE ASSISTANT COMMISSIONER FOR PATENTS

Transmitted herewith for filing under 35 U.S.C. 111 and 37 C.F.R. 1.53 is the patent application of:  
James, et al.

For:

**System and Method of Using a Phone to Access Information in a Call Center**

Enclosed are:

- ☒ Certificate of Mailing with Express Mail Mailing Label No. **EL045290974US**  
☒ Spec 18 pgs ---5 sheets of drawings.  
☐ A certified copy of a application.  
☒ Declaration ☐ Signed. ☒ Unsigned.  
☒ Power of Attorney  
☐ Information Disclosure Statement  
☐ Preliminary Amendment  
☐ Other:

**CLAIMS AS FILED**

For	#Filed	#Allowed	#Extra	Rate	Fee
<b>Total Claims</b>	26	- 20 =	6	x \$18.00	\$108.00
<b>Indep. Claims</b>	3	- 3 =	0	x \$78.00	\$0.00
<b>Multiple Dependent Claims (check if applicable)</b> <input type="checkbox"/>					\$0.00
<b>BASIC FEE</b>					\$690.00
<b>TOTAL FILING FEE</b>					\$798.00

- ☐ A check in the amount of to cover the filing fee is enclosed.  
☒ The Commissioner is hereby authorized to charge and credit Deposit Account No. **03-2470** as described below. A duplicate copy of this sheet is enclosed.  
☒ Charge the amount of **\$798.00** as filing fee.  
☒ Credit any overpayment.  
☒ Charge any additional filing fees required under 37 C.F.R. 1.16 and 1.17.  
☐ Charge the issue fee set in 37 C.F.R. 1.18 at the mailing of the Notice of Allowance, pursuant to 37 C.F.R. 1.311(b).

Dated: September 29, 2000

I hereby certify that this paper is being deposited with the United States Postal Service as Express Mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231, on this date.

Date

Express Mail Label No.

cc:

*Indira Saladi*  
Signature  
Indira Saladi, Registration No. 45,759

*Billie Chambers*  
Date 9-29-00  
Express Mail Label No. EL045290974US

**CERTIFICATE OF MAILING BY "EXPRESS MAIL" (37 CFR 1.10)**

Applicant(s): James, et al.

Docket No.

99EC036-077527

Serial No.

Filing Date  
Herewith

Examiner

Group Art Unit

Invention:

**SYSTEM AND METHOD OF USING A PHONE TO ACCESS INFORMATION IN A CALL CENTER**

I hereby certify that the following correspondence:

Patent application, 17 pgs, 5 sheets of drawings, unsigned Declaration and Power of Attorney

*(Identify type of correspondence)*

is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under

37 CFR 1.10 in an envelope addressed to: The Assistant Commissioner for Patents, Washington, D.C. 20231 on

September 29, 2000*(Date)*Billina Chambliss*(Typed or Printed Name of Person Mailing Correspondence)*Billina Chambliss*(Signature of Person Mailing Correspondence)*EL045290974US*("Express Mail" Mailing Label Number)***Note: Each paper must have its own certificate of mailing.**